

2011

And They Were There: Reports of Meetings — 30th Annual Charleston Conference. Creating a Mega Technical Services Department from Smaller Departments

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And They Were There from page 82

In this issue of *Against the Grain* you will find the fifth installment of 2010 conference reports. The first installment can be found in *ATG* v.23#1, February 2011, the second in *ATG* v.23#2, April 2011, the third in *ATG* v.23#3, June 2011, and the fourth in *ATG* v.23#4, September 2011. We will continue to publish all of the reports received in upcoming print issues throughout the year. — RKK

FRIDAY, NOVEMBER 5, 2010
(continued from previous installment)
FRIDAY CONCURRENT SESSION 2

Creating a Mega Technical Services Department from Smaller Departments — Presented by **Karleen Darr, Moderator** (University of California, Davis); **Barbara Schader** (University of California, Riverside); **Catherine Nelson** (University of California, Santa Barbara); **Germaine Wadeborn** (UCLA)

Reported by: **Andree Rathemacher** (University of Rhode Island, University Libraries) <andree@uri.edu>

Darr noted that in the context of the recession, the ten campuses of the University of California have been working to eliminate redundancies in workflow within and between campuses. Darr shared some general guidelines for organizational change, including engaging staff and performing workflow analyses.

Nelson explained that before Fall 2009, Technical Services at UC Santa Barbara Library consisted of three departments: Acquisitions, Cataloging, and Serials. When the Head of Acquisitions retired and her position could not be filled, serials and acquisitions were merged. Technical services will probably be re-organized again when a new University Librarian is hired.

Schader discussed how UC Riverside combined three departments into one mega Technical Services department. Staffing had decreased by 34% in four years, with a permanent loss of 12.75 positions. The loss occurred at the same time they were taking on new responsibilities and initiatives and faced a cataloging backlog. Task forces were formed to get staff input on the reorganization and lead to a new Technical Services & Metadata Department.

Wadeborn detailed how UCLA Library's acquisitions functions have been reorganized multiple times since 1998. As a result, the main acquisitions unit now acquires materials for all UCLA libraries except for the Music Library and the East Asian Library. Acquisitions, cataloging, and mail room operations were moved out of the Research Library to a facility on the edge of campus.

Eliminating Content and Platform Silos: Case Studies and Discussion — Presented by **Marc Segers** (iFactory); **Martha Sedgwick** (Sage Publications); **Will Wheeler** (Georgetown University's Lauinger Library); **Robert Faber** (Oxford University Press)

Reported by: **Desmond Maley** (J.N. Desmarais Library, Laurentian University) <dmaley@laurentian.ca>

Wheeler, who could not attend in person, made his PowerPoint presentation by computer linkup. However, the audio connection was poor, and he had a tendency to speak quickly. As a result, it was hard to follow his presentation on the problems of content searching in an environment of multiple platforms and variable access rights. Segers has worked for the past number of years in digital publishing development. He described iFactory's new product, PubFactory, which allows users to search across multiple projects and silos and has a number of attractive features. Sedgwick reviewed Sage's new platform, Sage Research Methods Online. Features include "levels" of content (i.e., level of subject expertise), "playlists" of preferred materials, and the Little Green Books on special-

continued on page 84

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